

Protocol Overview

High-quality communications—electronic, traditional and interpersonal—are critical to effective productivity solutions. We consult with clients to customize communication protocols that enhance individual and organizational performance by:

- Supporting the desired communications culture: one of measurable and meaningful results
- Defining how communication methods are to be used across the enterprise
- Providing standards to guide communications among team members for improved effectiveness
- Delivering an easy-to-use reference document that summarizes protocols proven to improve the productivity of knowledge workers

The Process

Customization begins with a series of interviews where we discuss the culture, objectives, roles and IT requirements of each intact work team. The protocol document we develop is then customized further—by the client or our firm—to meet the company's graphic standards criteria. Clients can elect to print their own forms or have PDFs for staff members to download. The final protocols we produce are printed and laminated for longevity.

We recommend that distribution be formalized, with internal champions leading the effort using a customized PowerPoint® presentation. McGhee facilitators assist with the creation of the presentation and offer a two-hour coaching session to support team leaders in its delivery.

The Protocol

This consulting service addresses the following components:

- Communication channels (devices) employed in the organization
- The preferred communication method for specific scenarios
- The type of information appropriate for each channel (device)
- Response time guidelines, base on the communication method

While the solutions we develop are specific to each organization's channels and needs, they consistently address the following:

- Voice-mail
- Email
- Meetings (1:1 and Staff Meetings)
- Memos
- Phone calls